

Results of Annual Housing Monitor (Sent to 2000 tenants, 949 returned – 47% response rate same as 2009)

Question	2009	2010	Comments
Satisfaction with overall service	89%	86% ↓	Top performance HouseMark Top 87%
Condition of property	85%	83% ↓	Middle upper HouseMark Top 85% Whilst satisfaction with overall condition is high. A key issue running through the comments received is a request for window replacement with PVC and double-glazing. Also requests to have properties modernised and deal with outstanding repairs
Overall quality of home	N/A	84%	Middle upper HouseMark Top 86.6%
Value for money of rent	85%	84% ↓	No benchmarking info
Facilities to pay rent	N/A	89%	
Does the council make best use of its stock (new question)	N/A	90%	Main comments on how this could be improved Do not let flats to people with children Do not mix elderly people with young people People under-occupying should move to smaller accommodation People who are overcrowded should move into bigger accommodation Empty properties should be let quicker
3 Priorities for tenants	R Maint Quality of Home ASB Tenants Informed VFM for rent Tenants views in account Neighbourhood High quality customer service (new)		The order of all the priorities remains the same as 2009
Neighbourhood as a place to live	N/A	84%	No benchmarking info
Estate services	N/A	79%	Is this good enough
Ground maintenance	N/A	76%	Is this good enough
Internal cleaning in blocks of flats	N/A	60%	Need to do something
Perceived problems in neighbourhood (very/Fairly big problem)	47% 22% 23% 18% 21% 15% 16% 13%	41% Car parking 25%drugs 24% litter 18% Noise neigh 17% kids 15% drunk 14% Noise traffic 14% pets/animals	Although car parking seen as a big problem it has dropped by 6% since 2009 Drugs, litter, racial harassment and abandoned vehicles have all increase slightly.

Question	2009	2010	Comments
	12% 13% 9% 4% 3%	11% other crime 10% vandalism 9% damage prop 5% Racial/harras 4% abandoned vh	
Contacted landlord in last 12 months	59%	68% of respondents	
How was contact made	69% phone 22% visit 1% email 2% letter 1% other	74% phone 21% visit 4% email 2% letter 1% other	People contacting by phone has increased so has the number using email be it slightly
What was contact about	72% repairs 7% Neighs 6% rent 3% moving 6% gds com 4% other	78% repairs 9% Neighs 6% rent 2% moving 2% gds com a 7% other	The majority of people making contact is in relation to repairs
Getting hold of the right person	75%	71% ↓	Is this good enough
Helpfulness of staff	86%	85% ↓	Whilst there is high levels of satisfaction with this, there were some responses to different questions that indicated that sometimes staff are rude and unhelpful /calls need to be returned
Ability to deal with problem	81%	79% ↓	Is this good enough
Satisfaction with the final outcome	73%	71% ↓	Is this good enough
Satisfaction with reporting repairs	88%	82% ↓	Whilst there are high level of customer satisfaction with this, some comments to consider is that tenants often find repair lines busy and it can take too long for calls to be answered
Satisfaction talking to an estate manager	65%	68% ↑	Is this good enough – Comments received not being able to get hold of the estate manager, estate manager not returning calls, lack of action by estate manager
Satisfaction getting advise on council housing waiting list	58%	44% ↓	Is this good enough
% of respondents who said repairs carried out in last 12 months	N/A	69%	
Satisfaction with how repair carried out	87%	83% ↓	Top HouseMark (83.8%)
% of respondents who	N/A	91%	

Question	2009	2010		Comments
said had gas servicing in last 12 months				
Preference on how gas servicing appointment should be made	N/A	53% landlord give time and date 47% for tenant to ring and make		
Gas servicing appointment kept	N/A	94%		
Overall satisfaction with gas servicing	N/A	94%		
Respondents who have reported ASB in last 12 months	12%	14%(133 respondents)	Bespoke survey (51 respondents)	
Ease of reporting ASB		82%	90%	These figures have been compared with the bespoke ASB questionnaire (51 respondents)
Satisfaction with ASB advise by staff	68%	63% ↓	No comparator	
Being kept informed about ASB	43%	53% ↑	70%	
Staff support when dealing with ASB	42%	51% ↑	85%	
How ASB report was dealt with	51%	55% ↑	65%	HouseMark – top85% -75.5% middle lower Bottom 62.5%
Speed at which ASB was dealt with	47%	50% ↑	83%	
Final outcome of ASB	43%	49% ↑	57%	Bottom HouseMark – top 81% Middle 70% bottom 53%
Preference for contacting us	N/A	74% phone 22% visit 4% letter 4% email		
Access to Housing Services convenient	N/A	95%		Quoted office hours and out of hours for repairs in question. Access could be improved by longer opening hours and Saturday opening
% of respondents who have access to the internet	N/A	57% No 43% Yes		The majority of respondents do not have access to the internet
If have access where	N/A	91% home 15% work 9% council building 3% other		
Satisfaction with being kept informed	79%	82% ↑		
Satisfaction with views being taken into account	72%	67% ↓		Upper middle HouseMark – Top 68.7%

Question	2009	2010	Comments
Satisfaction with opportunities to be involved in management and decision making	63%	58% ↓	Is this good enough
Preferences to be consulted	63% P Sur 4% Tel Sur 3% Online 2% Focus 5% meeting 10% RA's 1% other	79% P Surv 11% Tel Surv 13% Online S 8% Focus grp 12% meeting 21% RA's 3% other	Majority of respondents prefer to be consulted by postal survey. Also increase of more than 10% for online surveys and through RA's

Summary of Issues Raised from Questions

Q2 Why are you dissatisfied with the overall service provided by your landlord? (48 responses)

The majority of issues were in connections with outstanding repairs; followed by lack of customer care other comments were as follows:

Young families with children in flats causing a noise nuisance
 Families in flats needing family housing
 Windows need replacing
 Quality of repairs undertaken
 Lack of response to service requests
 Lack of action in response to complaints
 Lack of care of communal areas

Question 5 Why do you not think the Council makes best use of its housing stock? (74 responses).

The main issues concerned families with children living in flats, houses being under occupied and properties being empty too long

Elderly people housed in areas where there are anti-social behaviour problems
 Lack of repairs
 Lettings policy in relation to flats leads to an incompatible mix of elderly people with young people
 Flats should not be allocated to people with children
 Takes too long to relet empty properties
 York borne people should be given priority for council housing
 Too many people living in big properties should live in smaller houses
 Tenants should be made to keep their properties and gardens clean and tidy.
 More energy saving measures in council properties

Deal with people living in overcrowded housing
People with a criminal record or history of not being able to keep to their tenancy conditions should not be allocated properties
Accessible housing for people with disabilities

Q29 Why did you not find it easy to report your anti-social behaviour problem? (17 responses)

Complaint not logged which led to delays
Lack of action /lack of reply
Unable to get hold of the estate manager
Lack of action by estate manager

Q33 How could your service be improved? (35 responses)

More people to answer the repair phone (it is always busy)
Better customer care i.e. answering the phone and returning calls – no ansaphone
Saturday opening /weekend opening/longer opening hours

Q36 What services would you like to access from the council's website? (97 responses)

House exchange information
Availability of what houses are available
Rent accounts
Tenant choice information
Reporting repairs
Online booking for repair and gas servicing appointments
Reporting anti-social behaviours
Council tax payments
Complaints
Modernisation and grants to improve property
Phone numbers of staff
What is going on in the area
Resident Association information
Job search
All services
Information on schools and playgrounds
How funds are allocated
Refuse collection information and disposing of large items, recycling points

Q 40 Other ideas on how tenants would like to be consulted (17 responses)

The main ideas were
Annual council open day
One to one visits
Face to face surveys
Information sheets to be sent out in advance of meetings
Annual review of all tenants and inspection of properties

Q42 How could the service be improved (115 responses)

No children in flats/young people
Keep communal areas clean
Quicker resolution of anti social behaviour problems
Rubbish shoots to be reopened or replaced with lifts
Returning phone calls/better customer care
Tenants responsible for cleaning communal areas
Better service from estate manager
Weekly bin collection and 2 week collection of recycling
Window replacement/double glazing
Visit tenants annually or spot checks
Shoe covers for workman when doing internal repairs so do not muddy carpets
Help with gardening
More bins for rubbish and dog mess
Empty bins are keep areas clean
Dropped curbs
Allocated parking for flats
Improved repairs
Rents are too high
Noise patrol to work 24/7

Q43 Is there anything else you would like to say about your home and/or the services your landlord provides? (159 responses)

The majority of issues have been covered in responses to previous questions, however additional issues raised include:

Improve paths
Garage repairs needed
Better maintenance of boundary fences
Rent balances to be made available when you make a payment
Inspect the standard of external contractors work to make sure it is up to standard
Incentives for tenants who look after their homes
Sound proofing in flats